



# New Hampshire Community Mental Health Agreement Quarterly Data Report

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*July - September 2019*

New Hampshire Department of Health and Human Services  
Office of Quality Assurance and Improvement

December 5, 2019

*The Department of Health and Human Services' Mission is to join communities and families  
in providing opportunities for citizens to achieve health and independence*

# Community Mental Health Agreement Quarterly Report

New Hampshire Department of Health and Human Services

Publication Date: December 5, 2019

Reporting Period: 7/1/2019 – 9/30/2019

## Notes for Quarter

Table 1b, “Community Mental Health Center Services: Assertive Community Treatment Screening and Resultant New ACT Clients,” has been modified to report results exclusively for those individuals not already on ACT at the time of screening.

Table 1e, “Community Mental Health Center Services: Assertive Community Treatment – New Hampshire Hospital Admission and Discharge Data Relative to ACT,” and Table 1f, “Community Mental Health Center Services: Assertive Community Treatment – Reasons Not Accepted to ACT at New Hampshire Hospital Discharge Referral,” are new tables added to the report.

Table 8d, “Housing Bridge Subsidy Program: Applications,” has had the final field descriptor changed to improve understanding.

**1a. Community Mental Health Center Services: Unique Count of Adult Assertive Community Treatment Clients**

Community Mental Health Center	July 2019	August 2019	September 2019	Unique Clients in Quarter	Unique Clients in Prior Quarter
01 Northern Human Services	122	118	122	133	127
02 West Central Behavioral Health	49	47	47	54	52
03 Lakes Region Mental Health Center	56	57	56	58	61
04 Riverbend Community Mental Health Center	89	89	86	100	110
05 Monadnock Family Services	54	50	49	54	58
06 Greater Nashua Mental Health	86	90	97	104	88
07 Mental Health Center of Greater Manchester	291	292	300	322	312
08 Seacoast Mental Health Center	66	66	68	71	73
09 Community Partners	71	72	71	81	75
10 Center for Life Management	48	49	49	49	54
<b>Total Unique Clients</b>	<b>932</b>	<b>928</b>	<b>942</b>	<b>1,022</b>	<b>1,007</b>
<b>Unique Clients Receiving ACT Services 10/1/2018 to 9/30/2019:</b>		<b>1,339</b>			

Revisions to Prior Period: None.

Data Source: NH Phoenix 2.

Notes: Data extracted 11/6/2019; clients are counted only one time regardless of how many services they receive.

**1b. Community Mental Health Center Services: Assertive Community Treatment Screening and Resultant New ACT Clients**

Community Mental Health Center	April – June 2019 Retrospective Analysis			January - March 2019 Retrospective Analysis		
	Unique Clients Screened: Individuals Not Already on ACT*	Screening Deemed Appropriate for Further ACT Assessment: Individuals Not Already on ACT	New Clients receiving ACT Services within 90 days of Screening	Unique Clients Screened: Individuals Not Already on ACT*	Screening Deemed Appropriate for Further ACT Assessment: Individuals Not Already on ACT	New Clients receiving ACT Services within 90 days of Screening
01 Northern Human Services	1,158	37	3	1,133	44	8
02 West Central Behavioral Health	287	5	4	269	4	2
03 Lakes Region Mental Health Center	823	9	0	809	9	1
04 Riverbend Community Mental Health Center	1,272	1	0	1,296	0	0
05 Monadnock Family Services	535	4	0	651	9	0
06 Greater Nashua Mental Health	633	9	4	635	3	0
07 Mental Health Center of Greater Manchester	1,571	3	0	1,472	21	0
08 Seacoast Mental Health Center	1,286	16	0	1,451	6	0
09 Community Partners	401	1	1	403	1	1
10 Center for Life Management	756	3	1	751	0	0
<b>Total ACT Screening</b>	<b>8,722</b>	<b>88</b>	<b>13</b>	<b>8,870</b>	<b>97</b>	<b>12</b>

*Revisions to Prior Period: The field and data for “Unique Clients Screened: Individuals Not Already on ACT” was not included in the prior period. Instead, the “Unique Clients Screened” field and data was reported and included individuals on ACT who were re-screened during the period.*

*Data Source: NH Phoenix 2 and CMHC self-reported ACT screening records. ACT screenings submitted through Phoenix capture ACT screenings provided to clients found eligible for state mental health services. Phoenix does not capture data for non-eligible clients; three CMHCs submit this data through Phoenix. Seven CMHCs self-report. All such screenings, excluding individuals who are already on ACT, are contained in this table.*

*Notes: Data extracted 10/30/2019. “Unique Clients Screened: Individuals Not Already on ACT” is defined as individuals who were not already on ACT at the time of screening that had a documented ACT screening during the identified reporting period. “Screening Deemed Appropriate for Further ACT Assessment: Individuals Not Already on ACT” is defined as screened individuals not already on ACT that resulted in referral for an ACT assessment. “New Clients Receiving ACT Services within 90 days of ACT Screening” is defined as individuals who were not already on ACT that received an ACT screening in the preceding quarter and then began receiving ACT services.*

**1c. Community Mental Health Center Services: New Assertive Community Treatment Clients**

	July - September 2019				April - June 2019			
	July 2019 New ACT Clients	August 2019 New ACT Clients	September 2019 New ACT Clients	Total New ACT Clients	April 2019 New ACT Clients	May 2019 New ACT Clients	June 2019 New ACT Clients	Total New ACT Clients
<b>Community Mental Health Center</b>								
01 Northern Human Services	6	2	6	14	5	2	4	11
02 West Central Behavioral Health	6	1	3	10	5	5	4	14
03 Lakes Region Mental Health Center	2	1	0	3	4	3	2	9
04 Riverbend Community Mental Health Center	1	1	3	5	5	4	6	15
05 Monadnock Family Services	1	0	0	1	0	0	1	1
06 Greater Nashua Mental Health	3	8	10	21	2	7	5	14
07 Mental Health Center of Greater Manchester	14	11	12	37	6	6	2	14
08 Seacoast Mental Health Center	1	1	3	5	0	1	2	3
09 Community Partners	3	7	3	13	3	3	3	9
10 Center for Life Management	3	1	0	4	1	0	0	1
<b>Total New ACT Clients</b>	<b>40</b>	<b>33</b>	<b>40</b>	<b>113</b>	<b>31</b>	<b>31</b>	<b>29</b>	<b>91</b>

*Revisions to Prior Period: None.*

*Data Source: NH Phoenix 2.*

*Notes: Data extracted 10/22/2019; New ACT Clients are defined as individuals who were not already on ACT within 90days prior who then began receiving ACT services. This information is not limited to the individuals that received an ACT screening within the previous 90-day period, and may include individuals transitioning from a higher or lower level of care into ACT.*

**1d. Community Mental Health Center Services: Assertive Community Treatment Waiting List**

As of 9/30/2019						
Time on List						
Total	0-30 days	31-60 days	61-90 days	91-120 days	121-150 days	151-180 days
2	2	0	0	0	0	0
As of 6/30/2019						
Total	0-30 days	31-60 days	61-90 days	91-120 days	121-150 days	151-180 days
1	1	0	0	0	0	0

Revisions to Prior Period: None.

Data Source: BMHS Report.

Notes: Data compiled 10/28/2019.

**1e. Community Mental Health Center Services: Assertive Community Treatment – New Hampshire Hospital Admission and Discharge Data Relative to ACT**

	July – September 2019						April – June 2019					
	On ACT at Admission		Referred for ACT on Discharge		Accepted to ACT at Discharge		On ACT at Admission		Referred for ACT on Discharge		Accepted to ACT at Discharge	
	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
<b>Community Mental Health Center</b>												
01 Northern Human Services	6	7	3	4	3	0	3	13	4	9	2	2
02 West Central Behavioral Health	3	3	2	1	2	0	3	6	2	4	1	1
03 Lakes Region Mental Health Center	2	4	0	4	0	0	5	7	4	3	1	3
04 Riverbend Community Mental Health Center	10	17	6	11	2	4	13	20	9	11	7	2
05 Monadnock Family Services	5	5	2	3	1	1	5	9	1	8	0	1
06 Greater Nashua Mental Health	3	18	6	12	4	2	3	11	5	6	4	1
07 Mental Health Center of Greater Manchester	8	11	8	3	7	1	12	14	6	8	5	1
08 Seacoast Mental Health Center	3	3	1	2	1	0	2	8	1	7	1	0
09 Community Partners	5	12	2	10	2	0	5	8	3	5	3	0
10 Center for Life Management	2	3	2	1	1	1	2	2	1	1	1	0
<b>Total</b>	<b>47</b>	<b>83</b>	<b>32</b>	<b>51</b>	<b>23</b>	<b>9</b>	<b>53</b>	<b>98</b>	<b>36</b>	<b>62</b>	<b>25</b>	<b>11</b>

Revisions to Prior Period: None; this table is new and was not in the prior report.

Data Source: New Hampshire Hospital.

Notes: Data compiled 11/22/2019.

### 1f. Community Mental Health Center Services: Assertive Community Treatment – Reasons Not Accepted to ACT at New Hampshire Hospital Discharge Referral

Reason Not Accepted at Discharge	July - September 2019	April - March 2019
Not Available in Individual's Town of Residence	0	0
Individual Refused	0	1
Individual's Insurance Does Not Cover ACT Services	0	0
Individual's Clinical Need Does Not Meet ACT Criteria	3	2
Individual Placed on ACT Waitlist	0	1
Individual Awaiting CMHC Determination for ACT	6	7
<b>Total Unique Clients</b>	<b>9</b>	<b>11</b>

Revisions to Prior Period: None; this table is new and was not in the prior report.

Data Source: New Hampshire Hospital.

Notes: Data compiled 11/22/2019.

### 2a. Community Mental Health Center Services: Assertive Community Treatment Staffing Full Time Equivalents

Community Mental Health Center	September 2019						June 2019	
	Nurse	Masters Level Clinician/or Equivalent	Functional Support Worker	Peer Specialist	Total (Excluding Psychiatry)	Psychiatrist/Nurse Practitioner	Total (Excluding Psychiatry)	Psychiatrist/Nurse Practitioner
01 Northern Human Services	2.29	2.10	11.30	0.68	16.37	1.20	16.51	1.15
02 West Central Behavioral Health	0.60	1.75	5.40	0.50	8.25	0.49	7.65	0.43
03 Lakes Region Mental Health Center	1.00	2.00	4.00	1.00	8.00	0.75	8.00	0.75
04 Riverbend Community Mental Health Center	0.50	2.00	8.00	1.00	11.50	0.50	10.50	0.50
05 Monadnock Family Services	1.25	2.25	3.50	1.00	8.00	0.65	9.00	0.65
06 Greater Nashua Mental Health 1	0.50	1.00	5.50	1.00	8.00	0.25	7.00	0.25
06 Greater Nashua Mental Health 2	0.50	1.00	4.50	1.00	7.00	0.25	4.00	0.25
07 Mental Health Center of Greater Manchester-CTT	1.00	10.00	3.75	1.00	15.75	0.73	15.75	0.72
07 Mental Health Center of Greater Manchester-MCST	1.00	8.00	7.25	1.00	17.25	0.73	17.25	0.72
08 Seacoast Mental Health Center	1.00	2.10	6.00	1.00	10.10	0.60	9.10	0.60
09 Community Partners	0.50	3.15	7.13	0.50	11.28	0.63	10.78	0.63
10 Center for Life Management	1.00	2.00	4.30	1.00	8.30	0.40	7.01	0.40
<b>Total</b>	<b>11.14</b>	<b>37.35</b>	<b>70.63</b>	<b>10.68</b>	<b>129.80</b>	<b>7.18</b>	<b>122.55</b>	<b>7.04</b>

**2b. Community Mental Health Center Services: Assertive Community Treatment Staffing Competencies**

	Substance Use Disorder Treatment		Housing Assistance		Supported Employment	
	September 2019	June 2019	September 2019	June 2019	September 2019	June 2019
<b>Community Mental Health Center</b>						
01 Northern Human Services	4.75	3.75	10.95	11.95	2.35	2.35
02 West Central Behavioral Health	0.40	0.40	6.00	5.00	1.40	0.20
03 Lakes Region Mental Health Center	2.00	2.75	7.00	4.00	3.00	3.00
04 Riverbend Community Mental Health Center	1.50	1.50	9.50	9.50	0.50	0.50
05 Monadnock Family Services	1.40	2.40	2.00	3.00	1.00	1.00
06 Greater Nashua Mental Health 1	5.25	3.25	6.25	6.00	1.50	1.00
06 Greater Nashua Mental Health 2	5.25	3.00	5.00	3.00	0.50	0.00
07 Mental Health Center of Greater Manchester-CCT	11.73	11.72	11.75	11.75	1.50	1.00
07 Mental Health Center of Greater Manchester-MCST	4.73	4.72	12.75	12.75	2.00	1.50
08 Seacoast Mental Health Center	2.00	2.00	6.00	5.00	2.00	1.00
09 Community Partners	2.63	2.00	6.10	3.00	1.25	1.25
10 Center for Life Management	3.00	2.00	7.00	5.71	0.30	0.30
<b>Total</b>	<b>44.64</b>	<b>39.49</b>	<b>90.30</b>	<b>80.66</b>	<b>17.30</b>	<b>13.10</b>

Revisions to Prior Period: None.

Data Source: Bureau of Mental Health CMHC ACT Staffing Census Based on CMHC self-report.

Notes: Data compiled 10/17/2019; for 2b: the Staff Competency values reflect the sum of FTEs trained to provide each service type. These numbers are not a reflection of the services delivered, but rather the quantity of staff available to provide each service. If staff are trained to provide multiple service types, their entire FTE value is credited to each service type.

**3a. Community Mental Health Center Services: Annual Adult Supported Employment Penetration Rates for Prior 12-Month Period**

	12 Month Period Ending September 2019			Penetration Rate for Period Ending June 2019
	Supported Employment Clients	Total Eligible Clients	Penetration Rate	
<b>Community Mental Health Center</b>				
01 Northern Human Services	208	1,318	15.8%	14.9%
02 West Central Behavioral Health	123	625	19.7%	22.5%
03 Lakes Region Mental Health Center	253	1,339	18.9%	18.9%
04 Riverbend Community Mental Health Center	333	1,806	18.4%	19.0%
05 Monadnock Family Services	65	1,042	6.2%	6.8%
06 Greater Nashua Mental Health	250	1,967	12.7%	13.1%
07 Mental Health Center of Greater Manchester	1,361	3,462	39.3%	39.0%
08 Seacoast Mental Health Center	611	1,859	32.9%	33.7%
09 Community Partners	57	731	7.8%	8.6%
10 Center for Life Management	211	1,052	20.1%	20.8%
<b>Total Unique Clients</b>	<b>3,465</b>	<b>14,967</b>	<b>23.2%</b>	<b>23.5%</b>

Revisions to Prior Period: None.

Data Source: NH Phoenix 2.

Notes: Data extracted 10/22/2019.

**3b. Community Mental Health Center Clients: Adult Employment Status - Total**

Reported Employment Status	Northern Human Services	West Central Behavioral Health	Lakes Region Mental Health Center	Riverbend Community Mental Health	Monadnock Family Services	Greater Nashua Mental Health	Mental Health Center of Greater Manchester	Seacoast Mental Health Center	Community Partners	Center for Life Management	Statewide Total or Mean Percentage	Previous Quarter Statewide Total or Mean Percentage April-June 2019
Begin Date: 07/01/2019 End Date: 09/30/2019  Employment Status Update Overdue Threshold: 105 days												
<b>Updated Employment Status:</b>												
Full time employed now or in past 90 days	67	34	32	97	45	118	250	186	35	66	<b>930</b>	892
Part time employed now or in past 90 days	161	54	154	301	138	230	386	222	69	149	<b>1,864</b>	1,829
Unemployed	185	104	50	94	135	773	930	82	141	486	<b>2,980</b>	2,942
Not in the Workforce	512	162	535	924	449	262	556	765	274	107	<b>4,546</b>	4,413
Status is not known	9	62	125	52	10	93	11	3	15	41	<b>421</b>	404
<b>Total of Eligible Adult CMHC Clients</b>	<b>934</b>	<b>416</b>	<b>896</b>	<b>1,468</b>	<b>777</b>	<b>1,476</b>	<b>2,133</b>	<b>1,258</b>	<b>534</b>	<b>849</b>	<b>10,741</b>	10,480
Previous Quarter: Total of Eligible Adult CMHC Clients	939	399	897	1,475	593	1,422	2,111	1,249	542	853		
<b>Percentage by Updated Employment Status:</b>												
Full time employed now or in past 90 days	7.2%	8.2%	3.6%	6.6%	5.8%	8.0%	11.7%	14.8%	6.6%	7.8%	<b>8.7%</b>	8.5%
Part time employed now or in past 90 days	17.2%	13.0%	17.2%	20.5%	17.8%	15.6%	18.1%	17.6%	12.9%	17.6%	<b>17.4%</b>	17.5%
Unemployed	19.8%	25.0%	5.6%	6.4%	17.4%	52.4%	43.6%	6.5%	26.4%	57.2%	<b>27.7%</b>	28.1%
Not in the Workforce	54.8%	38.9%	59.7%	62.9%	57.8%	17.8%	26.1%	60.8%	51.3%	12.6%	<b>42.3%</b>	42.1%
Status is not known	1.0%	14.9%	14.0%	3.5%	1.3%	6.3%	0.5%	0.2%	2.8%	4.8%	<b>3.9%</b>	3.9%
<b>Percentage by Timeliness of Employment Status Screening:</b>												
Update is Current	55.2%	39.4%	74.1%	78.9%	46.1%	96.5%	91.4%	94.0%	70.0%	99.9%	<b>80.4%</b>	82.5%
Update is Overdue	44.8%	60.6%	25.9%	21.1%	53.9%	3.5%	8.6%	6.0%	30.0%	0.1%	<b>19.6%</b>	17.5%
<b>Previous Quarter: Percentage by Timeliness of Employment Status Screening:</b>												
Update is Current	51.4%	43.9%	78.5%	87.7%	32.7%	95.7%	93.8%	94.6%	77.1%	100%		
Update is Overdue	48.6%	56.1%	21.5%	12.3%	67.3%	4.3%	6.2%	5.4%	22.9%	0.0%		

**3c. Community Mental Health Center Clients: Adult Employment Status – Recent Users of Supportive Employment Services (At Least One Billable Service in Each of Month of the Quarter)**

Supported Employment Cohort  Reported Employment Status  Begin Date: 07/01/2019 End Date: 09/30/2019	Northern Human Services	West Central Behavioral Health	Lakes Region Mental Health Center	Riverbend Community Mental Health	Monadnock Family Services	Greater Nashua Mental Health	Mental Health Center of Greater Manchester	Seacoast Mental Health Center	Community Partners	Center for Life Management	Statewide Total or Mean Percentage	Previous Quarter Statewide Total or Mean Percentage January-March 2019
	<b>Updated Employment Status:</b>											
Full time employed now or in past 90 days	1	2	1	2	0	6	6	1	1	1	21	21
Part time employed now or in past 90 days	13	0	14	28	6	15	43	7	6	20	152	163
Unemployed	9	3	4	16	5	18	31	4	3	6	99	106
Not in the Workforce	13	2	15	4	4	10	4	10	3	1	66	81
Status is not known	0	0	9	0	0	5	0	0	0	0	14	18
<b>Total of Supported Employment Cohort</b>	<b>36</b>	<b>7</b>	<b>43</b>	<b>50</b>	<b>15</b>	<b>54</b>	<b>84</b>	<b>22</b>	<b>13</b>	<b>28</b>	<b>352</b>	<b>389</b>
Previous Quarter: Total of Supported Employment Cohort	40	12	47	47	18	55	87	28	18	37		
<b>Percentage by Updated Employment Status:</b>												
Full time employed now or in past 90 days	2.8%	28.6%	2.3%	4.0%	0.0%	11.1%	7.1%	4.5%	7.7%	3.6%	6.0%	5.4%
Part time employed now or in past 90 days	36.1%	0.0%	32.6%	56.0%	40.0%	27.8%	51.2%	31.8%	46.2%	71.4%	43.2%	41.9%
Unemployed	25.0%	42.9%	9.3%	32.0%	33.3%	33.3%	36.9%	18.2%	23.1%	21.4%	28.1%	27.2%
Not in the Workforce	36.1%	28.6%	34.9%	8.0%	26.7%	18.5%	4.8%	45.5%	23.1%	3.6%	18.8%	20.8%
Status is not known	0.0%	0.0%	20.9%	0.0%	0.0%	9.3%	0.0%	0.0%	0.0%	0.0%	4.0%	4.6%

Revisions to Prior Period: None.

Data Source: Phoenix 2.

Note 3b-c: Data extracted 10/22/2019. Updated Employment Status refers to CMHC-reported status and reflects the most recent update. Update is Current refers to employment status most recently updated within the past 105 days. Update is Overdue refers to employment status most recently updated in excess of 105 days. Actual client employment status may have changed since last updated by CMHC in Phoenix. Employed refers to clients employed in a competitive job that has these characteristics: exists in the open labor market, pays at least a minimum wage, anyone could have this job regardless of disability status, job is not set aside for people with disabilities, and wages (including benefits) are not less than for the same work performed by people who do not have a mental illness. Full time employment is 20 hours and above; part time is anything 19 hours and below. Unemployed refers to clients not employed but are seeking or interested in employment. Not in the Workforce are clients who are homemakers, students, retired, disabled, hospital patients or residents of other institutions, and includes clients who are in a sheltered/non-competitive employment workshop, are otherwise not in the labor force, and those not employed and not seeking or interested in employment. Unknown refers to clients with an employment status of “unknown,” without a status reported, or with an erroneous status code in Phoenix.

**4a. New Hampshire Hospital: Adult Census Summary**

Measure	July -September 2019	April - June 2019
Admissions	258	227
Mean Daily Census	158	155
Discharges	251	230
Median Length of Stay in Days for Discharges	14.0	18.5
Deaths	0	0

Revisions to Prior Period: None.

Data Source: Avatar.

Notes 4a: 11/5/2019; Mean Daily Census includes patients on leave and is rounded to nearest whole number.

**4b. New Hampshire Hospital: Summary Discharge Location for Adults**

Discharge Location	July – September 2019	April - June 2019
CMHC Group Home	7	5
Discharge/Transfer to IP Rehab Facility	10	7
Glenclyff Home for the Elderly	1	4
Home - Lives Alone	64	69
Home - Lives with Others	113	114
Homeless Shelter/ No Permanent Home	6	8
Hotel-Motel	5	1
Jail or Correctional Facility	3	1
Nursing Home	5	2
Other	8	7
Peer Support Housing	1	0
Private Group Home	3	1
Secure Psychiatric Unit - SPU	0	0
Unknown	25	8

**4c. New Hampshire Hospital: Summary Readmission Rates for Adults**

Measure	July – September 2019	April - June 2019
30 Days	10.5% (27)	8.4% (19)
90 Days	18.6% (48)	15.0% (34)
180 Days	23.3% (60)	20.3% (46)

Revisions to Prior Period: None.

Data Source: Avatar.

Notes 4b-c: Data compiled 11/5/2019; readmission rates calculated by looking back in time from admissions in study quarter. 90 and 180 day readmissions lookback period includes readmissions from the shorter period (e.g., 180 day includes the 90 and 30 day readmissions); patients are counted multiple times – once for each readmission; the number in parentheses is the number of readmissions.

**5a. Designated Receiving Facilities: Admissions for Adults**

Designated Receiving Facility	July - September 2019		
	Involuntary Admissions	Voluntary Admissions	Total Admissions
Franklin	45	59	104
Cypress Center	32	162	194
Portsmouth	98	293	391
Elliot Geriatric Psychiatric Unit	6	46	52
Elliot Pathways	53	42	95
<b>Total</b>	<b>234</b>	<b>602</b>	<b>836</b>
Designated Receiving Facility	April - June 2019		
	Involuntary Admissions	Voluntary Admissions	Total Admissions
Franklin	66	42	108
Cypress Center	39	148	187
Portsmouth	72	299	371
Elliot Geriatric Psychiatric Unit	7	82	89
Elliot Pathways	51	57	108
<b>Total</b>	<b>236</b>	<b>629</b>	<b>865</b>

**5b. Designated Receiving Facilities: Mean Daily Census for Adults**

Designated Receiving Facility	July - September 2019	April - June 2019
Franklin	9.4	8.4
Cypress Center	12.2	11.5
Portsmouth	31.7	29.7
Elliot Geriatric Psychiatric Unit	24.1	27.0
Elliot Pathways	12	12.1
<b>Total</b>	<b>89.4</b>	<b>88.7</b>

**5c. Designated Receiving Facilities: Discharges for Adults**

Designated Receiving Facility	July - September 2019	April - June 2019
Franklin	101	108
Manchester (Cypress Center)	192	193
Portsmouth	386	368
Elliot Geriatric Psychiatric Unit	54	55
Elliot Pathways	97	111
<b>Total</b>	<b>830</b>	<b>835</b>

**5d. Designated Receiving Facilities: Median Length of Stay in Days for Discharges for Adults**

Designated Receiving Facility	July - September 2019	April - June 2019
Franklin	6	5
Manchester (Cypress Center)	4	3
Portsmouth	6	5
Elliot Geriatric Psychiatric Unit	26	18
Elliot Pathways	8	7
<b>Total</b>	<b>6</b>	<b>5</b>

## 5e. Designated Receiving Facilities: Discharge Location for Adults

Designated Receiving Facility	July – September 2019						
	Assisted Living / Group Home	Deceased	DRF*	Home	Other Hospital	NH Hospital	Other
Franklin	0	0	0	96	0	0	5
Manchester (Cypress Center)	2	0	2	175	0	0	13
Portsmouth Regional Hospital	0	0	3	251	0	7	125
Elliot Geriatric Psychiatric Unit	29	0	1	12	0	0	12
Elliot Pathways	3	0	4	82	0	0	8
<b>Total</b>	<b>34</b>	<b>0</b>	<b>10</b>	<b>616</b>	<b>0</b>	<b>7</b>	<b>163</b>
Designated Receiving Facility	April - June 2019						
	Assisted Living / Group Home	Deceased	DRF*	Home	Other Hospital	NH Hospital	Other
Franklin	3	0	0	97	0	1	7
Manchester (Cypress Center)	5	0	6	173	0	0	9
Portsmouth Regional Hospital	0	0	1	236	0	6	125
Elliot Geriatric Psychiatric Unit	42	0	1	10	0	0	2
Elliot Pathways	2	0	0	93	0	5	11
<b>Total</b>	<b>52</b>	<b>0</b>	<b>8</b>	<b>609</b>	<b>0</b>	<b>12</b>	<b>154</b>

\*Dispositions to 'DRF' represent a change in legal status from Voluntary to Involuntary within the DRF.

## 5f. Designated Receiving Facilities: Readmission Rates for Adults

Designated Receiving Facility	July - September 2019		
	30 Days	90 Days	180 Days
Franklin	1.9% (2)	6.7% (7)	9.6% (10)
Manchester (Cypress Center)	6.6% (13)	9.2% (18)	12.8% (25)
Portsmouth	8.2% (32)	12.0% (47)	12.0% (47)
Elliot Geriatric Psychiatric Unit	7.7% (4)	9.6% (5)	13.5% (7)
Elliot Pathways	2.1% (2)	5.2% (5)	6.3% (6)
<b>Total</b>	<b>6.3% (53)</b>	<b>9.9% (83)</b>	<b>11.3% (95)</b>
Designated Receiving Facility	April - June 2019		
	30 Days	90 Days	180 Days
Franklin	6.5% (7)	9.3% (10)	12.0% (13)
Manchester (Cypress Center)	9.9% (19)	15.1% (29)	20.8% (40)
Portsmouth	10.5% (39)	17.8% (66)	22.4% (83)
Elliot Geriatric Psychiatric Unit	10.1% (9)	12.4% (11)	14.6% (13)
Elliot Pathways	5.5% (6)	5.5% (6)	5.5% (6)
<b>Total</b>	<b>9.2% (80)</b>	<b>14.0% (122)</b>	<b>17.8% (155)</b>

Revisions to Prior Period: None.

Data Source: NH DRF Database.

Notes: Data compiled 10/31/2019.

## 6. Glenclyff Home: Census Summary

Measure	July - September 2019	April - June 2019
Admissions	1	4
Average Daily Census	115	118
Discharges	1	1 (nursing home)
Individual Lengths of Stay in Days for Discharges	218	553
Deaths	5	2
Readmissions	0	0
Mean Overall Admission Waitlist	25	23

Revisions to Prior Period: None.

Data Source: Glenclyff Home.

Notes: Data Compiled 10/22/2019; Mean rounded to nearest whole number; Active waitlist patients have been reviewed for admission and are awaiting admission pending finalization of paperwork and other steps immediate to admission.

## 7. NH Mental Health Client Peer Support Agencies: Census Summary

Peer Support Agency	July - September 2019		April – June 2019	
	Total Members	Average Daily Visits	Total Members	Average Daily Visits
<b>Alternative Life Center Total</b>	<b>224</b>	<b>44</b>	<b>NA*</b>	<b>NA*</b>
Conway	42	13	40	12
Berlin	105	7	100	10
Littleton	44	11	62	11
Colebrook	33	13	NA	NA
<b>Stepping Stone Total</b>	<b>346</b>	<b>17</b>	<b>377</b>	<b>14</b>
Claremont	241	13	335	12
Lebanon	105	4	69	5
<b>Cornerbridge Total</b>	<b>91</b>	<b>14</b>	<b>445</b>	<b>15</b>
Laconia	25	6	272	7
Concord	58	6	142	8
Plymouth Outreach	8	2	31	NA
<b>MAPSA Keene Total</b>	<b>42</b>	<b>19</b>	<b>159</b>	<b>19</b>
<b>HEARTS Nashua Total</b>	<b>245</b>	<b>36</b>	<b>506</b>	<b>35</b>
<b>On the Road to Recovery Total</b>	<b>157</b>	<b>10</b>	<b>122</b>	<b>10</b>
Manchester	75	5	73	6
Derry	82	5	63	4
<b>Connections Portsmouth Total</b>	<b>82</b>	<b>14</b>	<b>147</b>	<b>14</b>
<b>TriCity Coop Rochester Total</b>	<b>216</b>	<b>26</b>	<b>201</b>	<b>24</b>
<b>Total</b>	<b>1,403</b>	<b>170</b>	<b>NA*</b>	<b>NA*</b>

Revisions to Prior Period: None.

Data Source: Bureau of Mental Health Services and Peer Support Agency Quarterly Statistical Reports.

Notes: Data Compiled 12/3/2019; Average Daily Visits are not applicable for Outreach Programs.

NA\* Alternative Life Center did not report data from Colebrook for the April-June 2019 time period.

## 8. Housing Bridge Subsidy Program: Summary of Individuals Served to Date

Subsidy	July - September 2019		
	Total individuals served at start of quarter	New individuals added during quarter	Total individuals served through end of quarter
Housing Bridge Subsidy	813	16	829
Section 8 Voucher (NHHFA/BMHS) - Transitioned from Housing Bridge	140	11	151
Subsidy	April - June 2019		
	Total individuals served at start of quarter	New individuals added during quarter	Total individuals served through end of quarter
Housing Bridge Subsidy	812	1	813
Section 8 Voucher (NHHFA/BMHS) - Transitioned from Housing Bridge	133	7	140

Data Source: Bureau of Mental Health Services and Housing Bridge Provider.

Notes: Data Compiled 11/12/2019. Figures at start and end of each quarter are cumulative total of individuals served since CMHA quarterly reporting began in 2015.

### 8a. Housing Bridge Subsidy Program: Current Census of Units/Individuals with Active Funding Status

Measure	As of 9/30/2019	As of 6/30/2019
Rents Currently Being Paid	338	365
Individuals Enrolled and Seeking Unit for Bridge Lease	35	13
<b>Total</b>	<b>373</b>	<b>378</b>

Data Source: Bureau of Mental Health Services and Housing Bridge Provider.

Notes: Data Compiled 11/12/2019; all individuals currently on Bridge Program are intended to transition from the program to other permanent housing.

### 8b. Housing Bridge Subsidy Program: Clients Linked to Mental Health Care Provider Services

Measure	As of 9/30/2019	As of 6/30/2019
Housing Bridge Clients Linked	339/373 (91%)	360/378 (95%)

Data source: Bureau of Mental Health Services data, Phoenix 2, and Medicaid claims.

Notes: Data compiled 11/13/2019; "Housing Bridge Clients Linked" refers to Housing Bridge clients who received one or more mental health services within the previous 3 months, documented as a service or claim data found in Phoenix or the Medicaid Management Information System (MMIS).

**8c. Housing Bridge Subsidy Program: Density of HBSP Funded Units at Same Property Address\***

Number of HBSP Funded Unit(s)* at Same Address	Frequency as of 9/30/2019	Frequency as of 6/30/2019
1	282	300
2	18	16
3	1	4
4	1	2
5	1	1
6	0	0
7	0	0
8 or more	1	1

\*All units are individual units; property address may include multiple buildings, such as apartment complexes.

Revisions to Prior Period: None.

Data Source: Bureau of Mental Health data compiled by Office of Quality Assurance and Improvement.

Notes: Data Compiled 11/22/2019.

**8d. Housing Bridge Subsidy Program: Applications**

Measure	July - September 2019	April - June 2019
Applications Received During Period	22	28
<i>Point of Contact for Applications Received</i>	<i>CMHCs: 13; NHH: 9</i>	<i>CMHCs: 11; NHH: 14; Other: 1</i>
Applications Approved	11	14
Applications Denied	0	0
<i>Denial Reasons</i>	<i>NA</i>	<i>NA</i>
Applications in Process at End of Period	75	74

Revisions to Prior Period: None.

Data Source: Bureau of Mental Health Services.

Notes: Data Compiled 11/12/2019.

**8e. Housing Bridge Subsidy Program: Terminations**

Type and Reason	July - September 2019	April - June 2019
Terminations – DHHS Initiated	0	0
<i>Over Income</i>	<i>NA</i>	<i>NA</i>
Exited Program – Client Related Activity	25	26
<i>Voucher Received</i>	<i>13</i>	<i>11</i>
<i>Deceased</i>	<i>1</i>	<i>0</i>
<i>Over Income</i>	<i>0</i>	<i>0</i>
<i>Moved Out of State</i>	<i>1</i>	<i>5</i>
<i>Declined Subsidy at Recertification</i>	<i>4</i>	<i>7</i>
<i>Higher Level of Care Accessed</i>	<i>3</i>	<i>1</i>
<i>Other Subsidy Provided</i>	<i>0</i>	<i>0</i>
<i>Moved in with family</i>	<i>3</i>	<i>2</i>
<b>Total</b>	<b>25</b>	<b>26</b>

Revisions to Prior Period: None.

Data Source: Bureau of Mental Health Services and Housing Bridge Provider.

Notes: Data Compiled 11/12/2019.

### 8f. Housing Bridge Subsidy Program: Application Processing Times

Average Elapsed Time of Application Processing (calendar days)*	July - September 2019	April - June 2019
Completed Application to Determination	1	1
Approved Determination to Funding Availability**	95	1
Referred to Vendor with Funded HB Slot	2	1
Leased Unit Secured	NA	NA

Revisions to Prior Period: None.

Data Source: Bureau of Mental Health Services.

Notes: Data Compiled 11/12/2019.

\*Elapsed time measure reporting implemented 10/1/18 and applies to any application received on or after that date.

\*\*Average calculated on 16 applications approved for which funding was made available in the quarter.

### 9. Housing Bridge Subsidy Program Waitlist: Approved Applications

As of 9/30/2019							
Time on List							
Total	0-30 days	31-60 days	61-90 days	91-120 days	121-150 days	151-180 days	181+ days
42	5	3	5	3	0	1	24
As of 6/30/2019							
Total	0-30 days	31-60 days	61-90 days	91-120 days	121-150 days	151-180 days	181+ days
44	5	3	5	13	2	0	16

Revisions to Prior Period: None.

Data Source: Bureau of Mental Health Services and Housing Bridge Provider.

Notes: Data Compiled 11/12/2019.

### 10. Supported Housing Subsidy Summary

Subsidy		July - September 2019	April - June 2019
		Total subsidies by end of quarter	Total subsidies by end of quarter
Housing Bridge Subsidy:	Units Currently Active	338	365
	Individuals Enrolled and Seeking Unit for Bridge Lease	35	13
Section 8 Voucher (NHHFA):	Transitioned from Housing Bridge*	151	140
	Not Previously Receiving Housing Bridge	0	0
811 Units:	PRA	56	54
	Mainstream	16	14
Other Permanent Housing Vouchers (HUD, Public Housing, VA)		1	5
<b>Total Supported Housing Subsidies</b>		<b>597</b>	<b>591</b>

Revisions to Prior Period: None.

Data Source: Bureau of Mental Health Services and Housing Bridge Provider.

Notes: Data Compiled 11/12/2019; Section 8 Voucher Not Previously Receiving Housing Bridge are CMHC clients that received a Section 8 Voucher without previously receiving a Housing Bridge subsidy; 811 Units (PRA and Mainstream) are CMHC clients that received a PRA or Mainstream 811 funded unit with or without previously receiving a Housing Bridge subsidy; Other Permanent Housing Vouchers (HUD, Public Housing, VA) are CMHC clients that received a unit funded through other HUD or Public Housing sources with or without previously receiving a Housing Bridge subsidy.

\*These counts are cumulative; increasing over time since originally reporting this data within the CMHA Quarterly Data Report.

## 11a. Mobile Crisis Services and Supports for Adults: Riverbend Community Mental Health Center

Measure	July 2019	August 2019	September 2019	July - September 2019	April - June 2019
<b>Unique People Served in Month</b>	291	337	308	499	517
<b>Services Provided by Type</b>					
Case Management	0	0	0	0	0
Crisis Apartment Service	0	0	0	0	0
Crisis Intervention Services	11	11	10	32	43
ED Based Assessment	0	0	0	0	0
Medication Appointments or Emergency Medication Appointments	0	0	0	0	0
Mobile Community Assessments	52	83	76	211	136
Office-Based Urgent Assessments	32	32	26	90	106
Other	0	0	0	0	0
Peer Support	0	0	0	0	0
Phone Support/Triage	355	383	366	1,104	1,143
Psychotherapy	0	0	0	0	0
<b>Referral Source</b>					
CMHC Internal	29	48	18	95	66
Emergency Department	0	13	19	32	1
Family	20	38	6	64	63
Friend	2	4	4	10	23
Guardian	13	1	3	17	64
MCT Hospitalization	0	0	0	0	0
Mental Health Provider	8	16	28	52	55
Other	1	19	5	25	10
Police	4	16	19	39	20
Primary Care Provider	4	16	19	39	17
Self	205	226	226	657	751
School	1	0	36	37	21
<b>Crisis Apartment</b>					
Apartment Admissions	24	31	23	78	80
Apartment Bed Days	87	186	124	397	319
Apartment Average Length of Stay	3.6	6.0	5.4	5.1	4.0
<b>Law Enforcement Involvement</b>	17	18	28	63	73
<b>Hospital Diversions Total</b>	172	194	154	520	449

Revisions to Prior Period: None.

Data Source: Riverbend CMHC submitted report.

Notes: Data Compiled 10/29/2019; reported values other than the Unique People Served in Month value are not de-duplicated at the individual person level; individual people can account for multiple instances of service use, hospital diversions, etc.

**11b. Mobile Crisis Services and Supports for Adults: Mental Health Center of Greater Manchester**

Measure	July 2019	August 2019	September 2019	July - September 2019	April - June 2019
<b>Unique People Served in Month</b>	261	286	274	679	714
<b>Services Provided by Type</b>					
Case Management	38	26	28	92	90
Crisis Apartment Service	10	4	6	20	28
Crisis Intervention Service	21	80	78	179	144
ED Based Assessment	0	0	0	0	0
Medication Appointments or Emergency Medication Appointments	0	0	0	0	0
Mobile Community Assessments	84	91	105	280	319
Office-Based Urgent Assessments	20	14	15	49	65
Other	246	293	264	803	833
Peer Support	20	8	14	42	112
Phone Support/Triage	566	621	646	1,833	1,795
Psychotherapy	3	2	3	8	8
<b>Referral Source</b>					
CMHC Internal	9	11	5	25	23
Emergency Department	0	0	0	0	2
Family	28	32	51	111	168
Friend	4	6	4	14	15
Guardian	4	3	8	15	29
MCT Hospitalization	0	0	0	0	0
Mental Health Provider	13	18	43	74	36
Other	28	45	54	127	123
Police	99	85	89	273	320
Primary Care Provider	12	15	14	41	58
Self	132	159	104	395	361
School	0	0	0	0	0
<b>Crisis Apartment</b>					
Apartment Admissions	4	2	3	9	15
Apartment Bed Days	10	7	10	27	46
Apartment Average Length of Stay	2.5	3.5	3.3	3	3.1
<b>Law Enforcement Involvement</b>	99	85	89	273	320
<b>Hospital Diversion Total</b>	341	379	391	1,111	1,185

Revisions to Prior Period: None.

Data Source: Phoenix 2.

Notes: Data Compiled 10/30/2019; reported values other than the Unduplicated People Served in Month value are not de-duplicated at the individual person level; individual people can account for multiple instances of service use, hospital diversions, etc.

## 11c. Mobile Crisis Services and Supports for Adults: Harbor Homes

Measure	July 2019	August 2019	September 2019	July - September 2019	April - June 2019
<b>Unique People Served in Month</b>	146	146	156	377	419
<b>Services Provided by Type</b>					
Case Management	51	38	36	125	279
Crisis Apartment Service	94	90	111	295	295
Crisis Intervention Services	0	1	0	1	0
ED Based Assessment	14	5	10	29	33
Medication Appointments or Emergency Medication Appointments	0	0	0	0	0
Mobile Community Assessments	63	84	84	231	245
Office-Based Urgent Assessments	7	5	9	21	29
Other	0	0	0	0	0
Peer Support	68	61	77	206	302
Phone Support/Triage	177	183	170	530	522
Psychotherapy	14	5	5	24	45
<b>Referral Source</b>					
CMHC Internal	19	20	11	50	58
Emergency Department	12	7	15	34	31
Family	7	9	13	29	52
Friend	5	2	5	12	16
Guardian	0	0	0	0	0
MCT Hospitalization	0	0	0	0	0
Mental Health Provider	12	12	2	26	20
Other	111	111	99	321	286
Police	6	4	5	15	20
Primary Care Provider	2	0	1	3	8
Self	69	67	79	215	200
Schools	3	4	10	17	38
<b>Crisis Apartment</b>					
Apartment Admissions	14	21	18	53	51
Apartment Bed Days	73	124	109	306	249
Apartment Average Length of Stay	5.2	5.9	6.1	5.8	4.9
<b>Law Enforcement Involvement</b>					
	0	0	0	0	0
<b>Hospital Diversion Total</b>	243	232	235	710	704

Revisions to Prior Period: None.

Data Source: Harbor Homes submitted data.

Notes: Data Compiled 10/29/2019; reported values other than the Unique People Served in Month value are not de-duplicated at the individual person level; individual people can account for multiple instances of service use, hospital diversions, etc.